



***Let's Talk!* Update**

Presented July 17, 2017

Data from July 1, 2015 – May 31, 2016

Benefits Seen from Year Two of *Let's Talk!*

- Easy way for stakeholders to contact SOMSD administrators at any time.
- If stakeholders are not sure who to contact about their issue/question/concern, the system routes them to the correct person/department.
- Internal process for collaboration, sharing work and removing silos.
- Tool to share ideas and suggestions across the system rather than just with one school/administrator.
- Track trending issues and patterns of confusion or concern so that we can identify needs for more global action or communication.
- Interactive tool for big topics such as the Budget, Calendar, and Strategic Plan.
- Provides accountability tools:
 - Stakeholders can provide feedback about the interaction
 - System administrators can track timeliness of responses and quality of feedback
 - System administrators can address response patterns that are not aligned to the established protocols as needed.

***Let's Talk!* Expansion in 2016-2017**

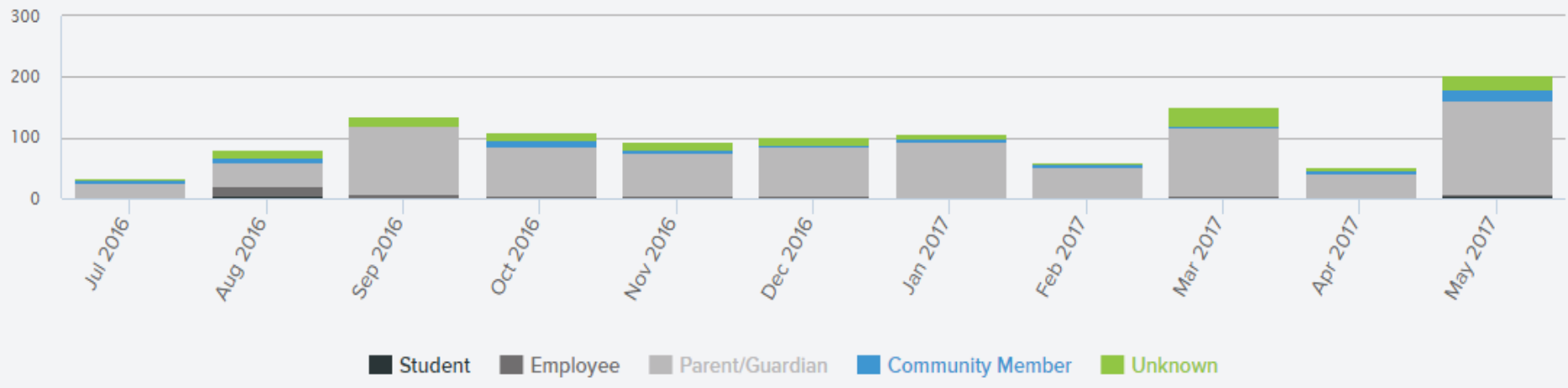
- Rolled out to Schools in Fall 2016
 - Created School Pages Summer 2016
 - Trained all Administrators in Summer 2016
- Used *Let's Talk!* to engage with community about Strategic Plan and Action Planning.
- Used *Let's Talk!* to solicit feedback to develop profiles for key administrative positions.

Dialogues by Month

2016-2017

DIALOGUE ACTIVITY BY

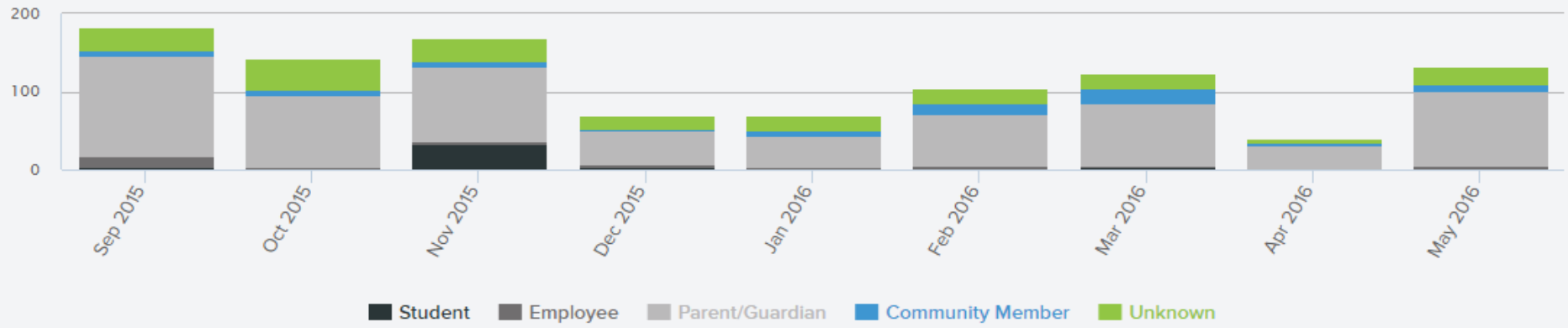
1,098 DIALOGUES



2015-2016

DIALOGUE ACTIVITY BY

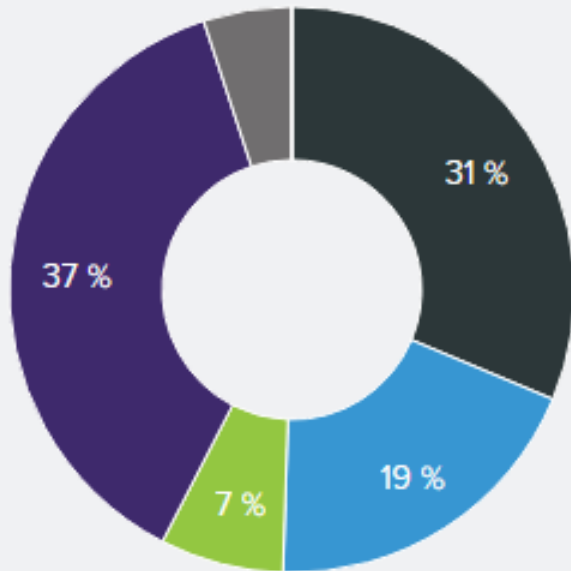
994 DIALOGUES



Dialogue Type

2016-2017

DIALOGUE TYPE
1,100 Dialogues

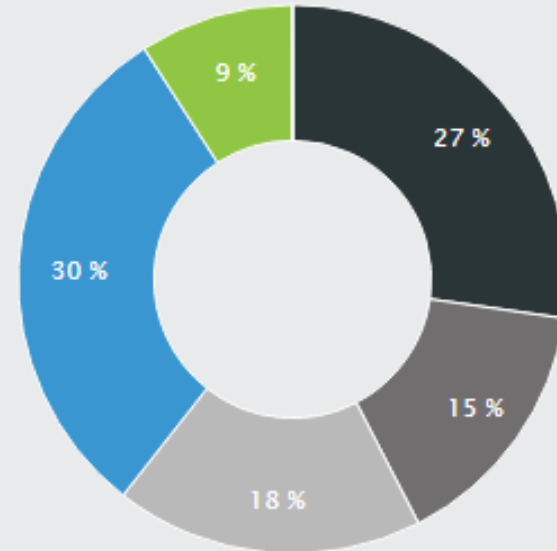


■ Question ■ Compliment ■ Unknown
■ Concern ■ Suggestion

2015-2016

DIALOGUE TYPE

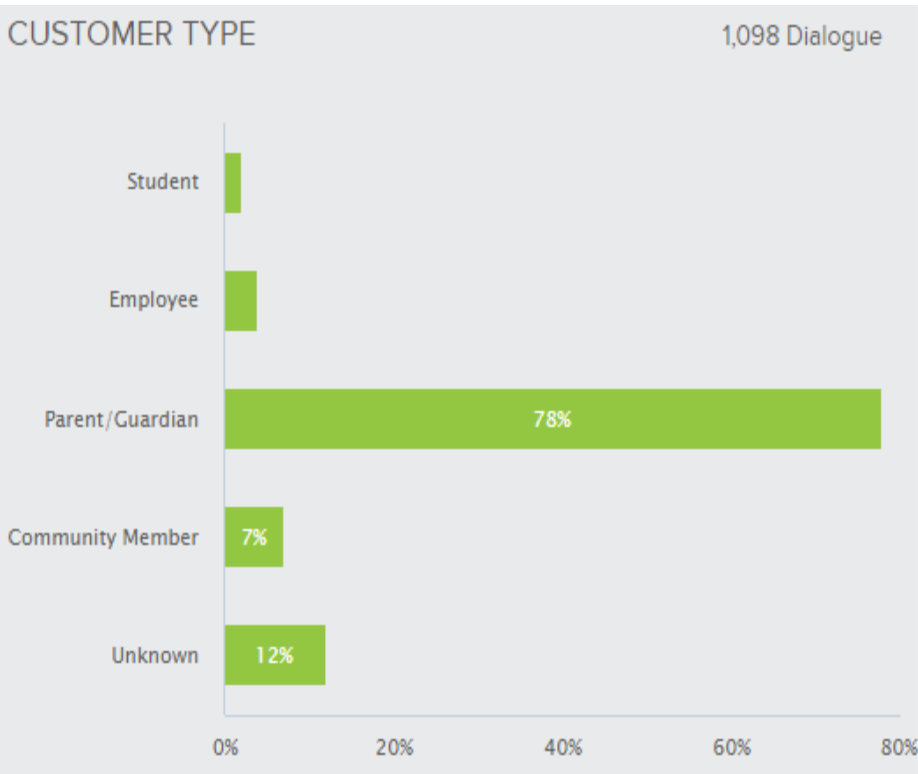
994 Dialogues



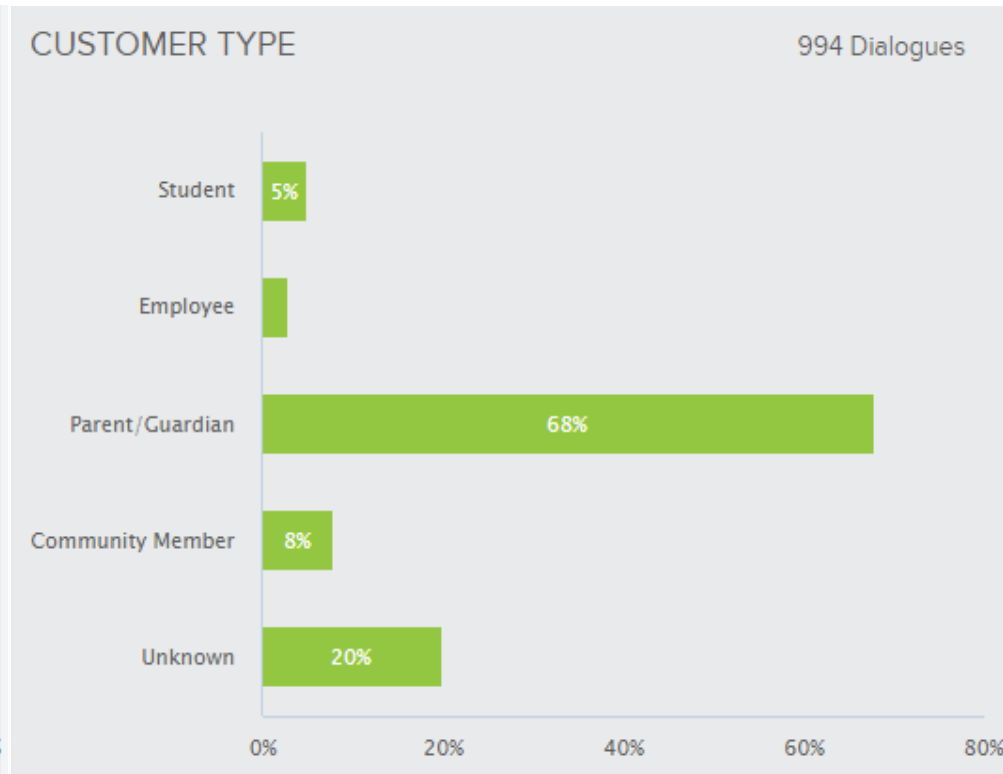
■ Question ■ Compliment ■ Unknown
■ Concern ■ Suggestion

Who Submitted Dialogues Through *Let's Talk?*

2016-2017



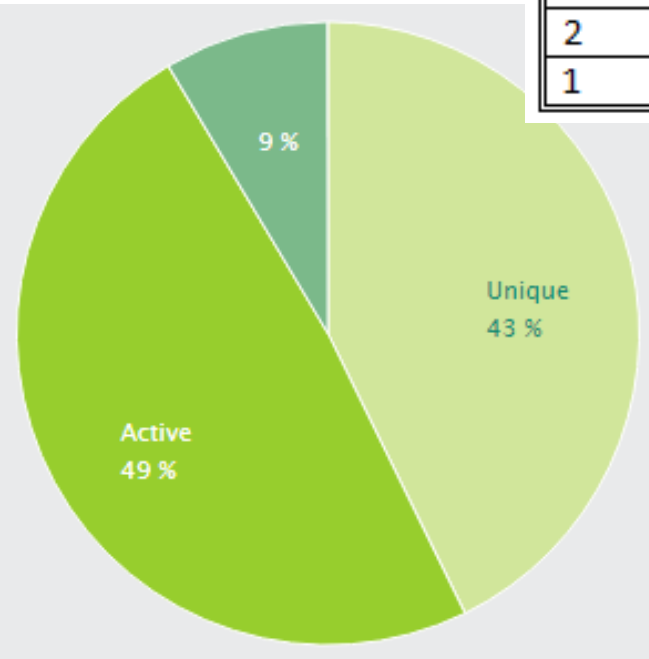
2015-2016



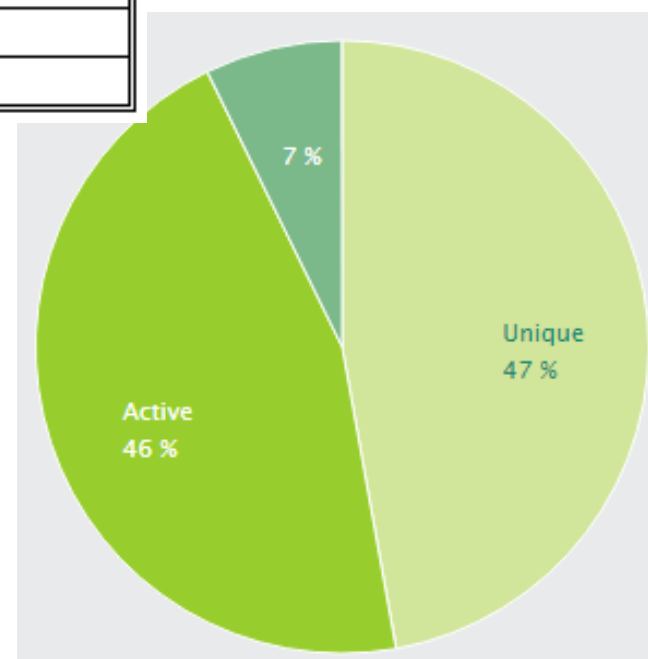
Customer Frequency

2016-2017		2015-2016	
Dialogues <i>1097 Total</i>	Customers <i>663 Total</i>	Dialogues <i>994 Total</i>	Customers <i>620 Total</i>
# of	% of	# of	% of
10+	9%	10+	7%
9	2%	9	1%
8	1%	8	3%
7	2%	7	4%
6	3%	6	3%
5	3%	5	4%
4	6%	4	6%
3	12%	3	10%
2	20%	2	16%
1	43%	1	47%

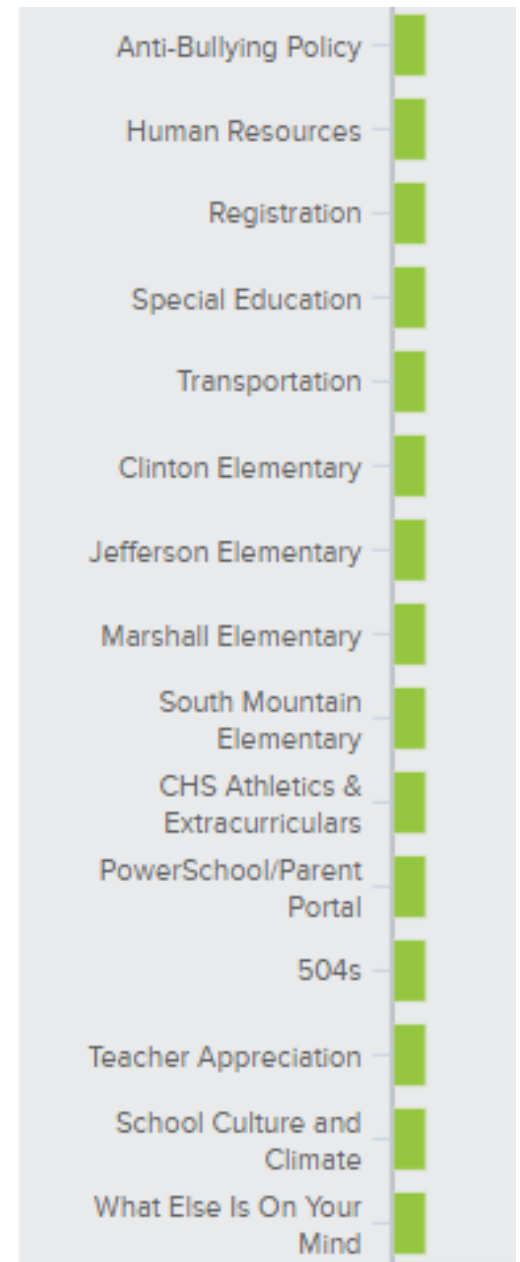
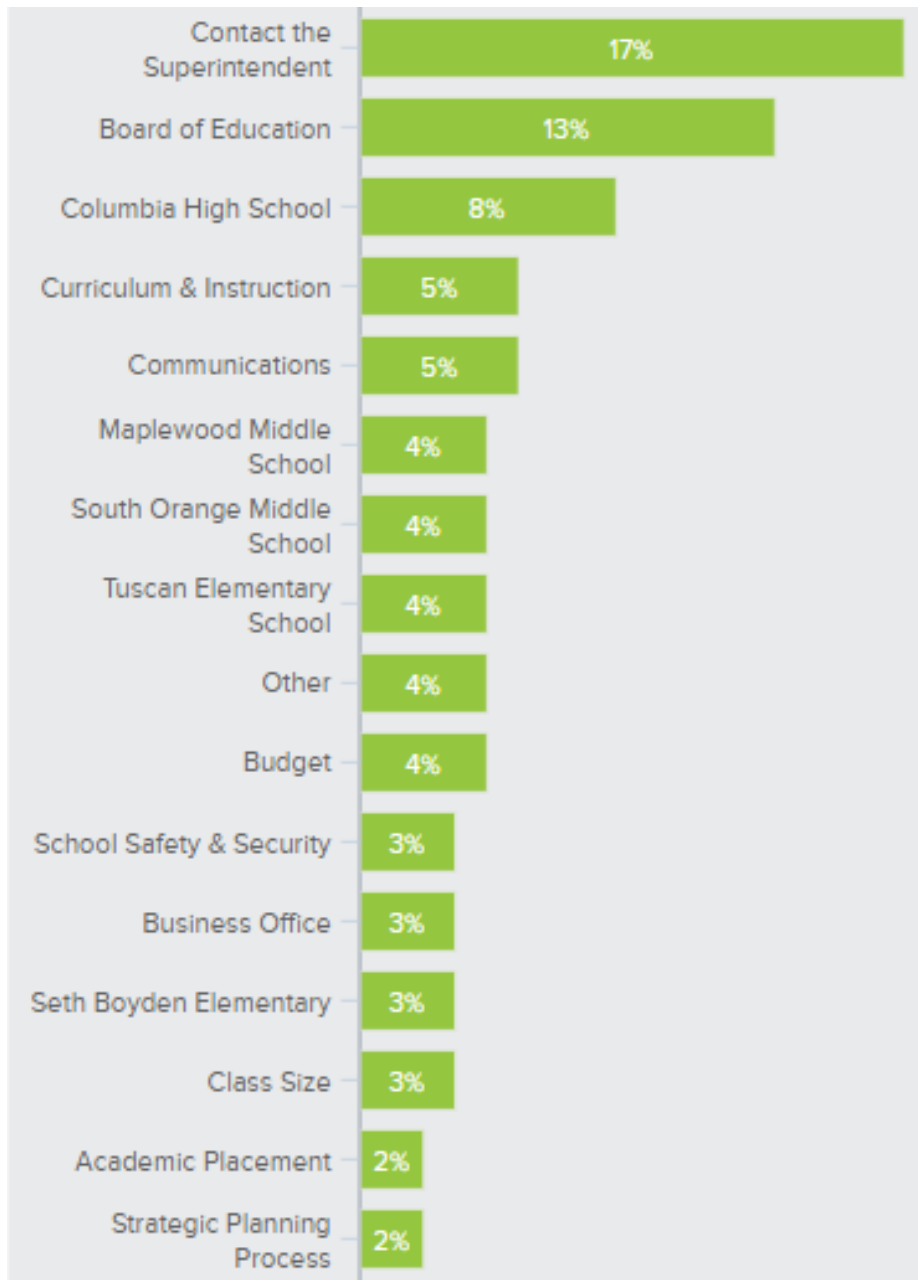
2016-2017



2015-2016

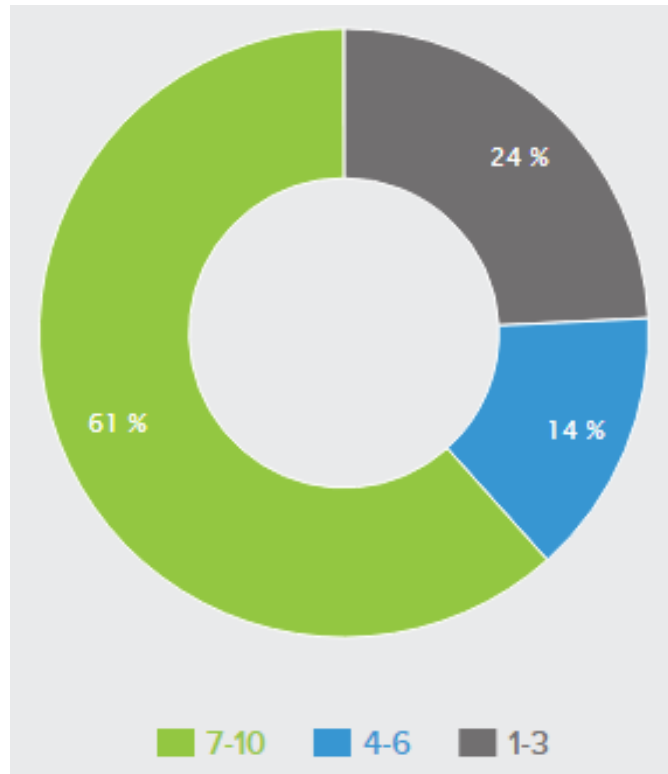


Interest Areas in 2016-2017

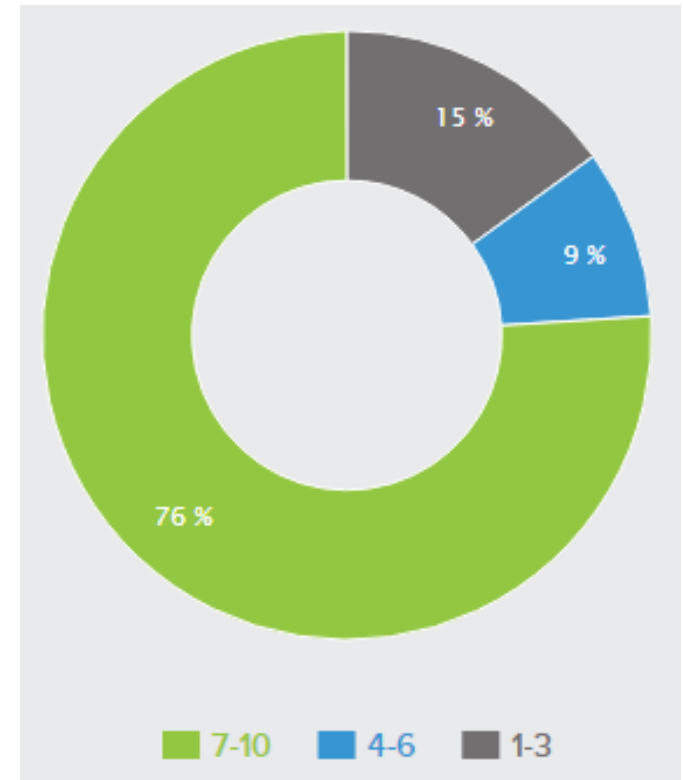


How Well Are We Doing? – Feedback Scores

2016-2017



2015-2016

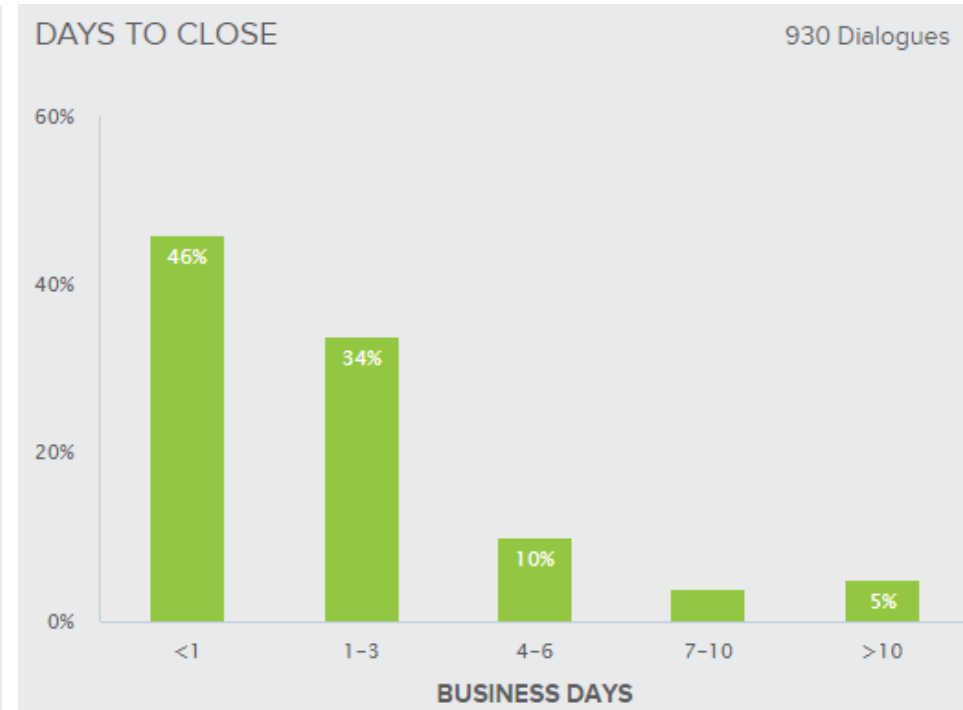
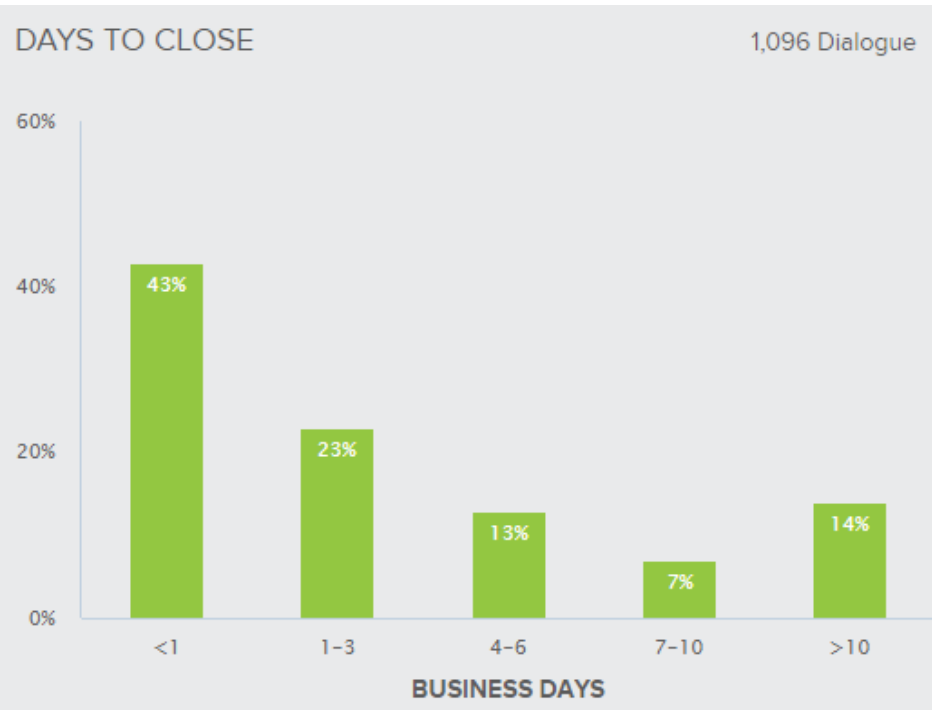


	2016-2017	2015-2016
# of Dialogues	1098	994
Average Feedback Score:	7.5 (scale of 10)	8.5 (scale of 10)
# Dialogues Rated:	222 Dialogues	268 Dialogues

How Well Are We Doing? – Days to Close

2016-2017

2015-2016



Note: Days to close were higher in 2016-2017 in large part because a number of dialogues were left open, after receiving an initial response, as a “tickler” for follow up action.

Examples of Impact

Solicited Feedback on Key Topics/Initiatives Before Action by BoE

- Budget (Feb-Mar)
- Prioritizing Action Plans (Nov-Dec)
- Director of Special Services Profile (Oct-Nov)

Issued PARCC update to grade 3-11 families (Apr)

Incorporated community feedback into plans for 3/29 Town Hall (Mar)

Issued clarification on academic placement process (Jan)

Issued reminder to Tuscan families to keep children home when sick (Jan)

Issued additional information on course selection process (Dec)

Updated recess guidelines (Nov)

Incorporated explanations to common questions about Access & Equity policy implementation into general communications (Oct)

Issued Security Update from Superintendent to community (Sept)

Issued clarification on how to access PowerSchool (Aug)

Sent home additional information about summer assignments (Aug)

Challenges in Year Two of *Let's Talk!*

Issue	Plan to Address
<p>Consistency of response quality – Most dialogues provided a one-stop-shopping experience, for a stakeholder to have their question or concern addressed. However, we identified some instances of stakeholders being directed to contact someone outside of the system to resolve their concern.</p>	<p>We have addressed on a case-by-case basis throughout the year.</p> <p>For 2017-2018, will review protocols with all administrators in August, and issue periodic reminders throughout the year.</p>
<p>Consistency of timely response - March had a very large volume of dialogues, and we were unable to achieve our 2-day response time goal. In addition, several administrators had periods of not responding within 2 days, for a variety of reasons.</p>	<p>We have addressed on a case-by-case basis throughout the year.</p> <p>For 2017-2018, will review protocols with all administrators in August, and issue periodic reminders throughout the year.</p>
<p>Internal decisions which affected stats - Dialogues left open as “ticklers” for internal action, which extended the average time to close a dialogue (even when communication with the customer was concluded).</p>	<p>We are working with K12 Insight to adjust how some statistics are measured, to allow for use as an internal tool without affecting statistics on response times.</p>
<p>Process for managing dialogues in Board of Education interest area – Board responses have been by email, rather than from within the system, which has made it difficult to confirm that every dialogue receives a response.</p>	<p>In May, designed new protocol for reliably acknowledging receipt of dialogues and conveying information to full Board.</p> <p>Working with K12 Insight to identify best practices and adjust our protocol as needed.</p>

Plans for *Let's Talk!* in 2017-2018

- Focus on consistent, high quality execution by all administrators
 - Timeliness
 - “One stop shopping”
 - Accountability
- Ensure effective protocols are consistently implemented for Board of Education interest area
- Promote use of school pages
 - Update School Pages Summer 2017
 - Work with principals and PTAs/HSAs to encourage use of *Let's Talk!*
- Use “trickle campaign” for proactive gathering of information on specific topics, as needed.